

[METHOD AND SYSTEM FOR TRANSMITTING DIGITAL MEDIA BETWEEN REMOTE LOCATIONS]

Abstract of Disclosure

A method and system for processing an automotive warranty claim include capturing at least one digital image of a vehicle-related customer concern with a digital camera device. A barcode identifying the vehicle is scanned with a barcode scanning device. Upon establishing operable communication between a first computer and the digital camera device and the barcode scanning device, respectively, the at least one digital image and the barcode information are automatically downloaded into the first computer. Dialog is input into the first computer requesting warranty coverage for the customer concern. A claimset comprising the digital images, barcode and request for warranty coverage is transmitted to a second computer via a communication network. The claimset is reviewed at the second computer to decide whether warranty coverage will be provided. The claimset is updated with the decision and transmitted back to the first computer via the communication network.

Figures

Figure 1: A line graph showing the relationship between the number of figures and the number of pages. The x-axis is labeled 'Number of Figures' and ranges from 0 to 10. The y-axis is labeled 'Number of Pages' and ranges from 0 to 10. The graph shows a positive linear relationship, with the line passing through the points (0, 0), (1, 1), (2, 2), (3, 3), (4, 4), (5, 5), (6, 6), (7, 7), (8, 8), (9, 9), and (10, 10). The line is labeled 'y = x'.